

Weekly BDDS Meeting for Case Managers and Providers May 13, 2020

To view captioning for today's meeting, please use the following link link (also available in the chat box)

<https://www.streamtext.net/player?event=LUNA>



Welcome and Today's Agenda

- Introductions
- DDRS Goals for COVID-19 Efforts
- Reflecting on Our Journey
- Updates on Policy Guidance
- Next Steps



DDRS Goals for COVID-19 Efforts

Help prevent the spread of COVID-19 and keep people alive

Operationalize flexibilities

Provider network maintained

Empower person-centered decision-making for self-advocates, families, case managers, and providers



Image by: McChrystal Group & NASDDDS

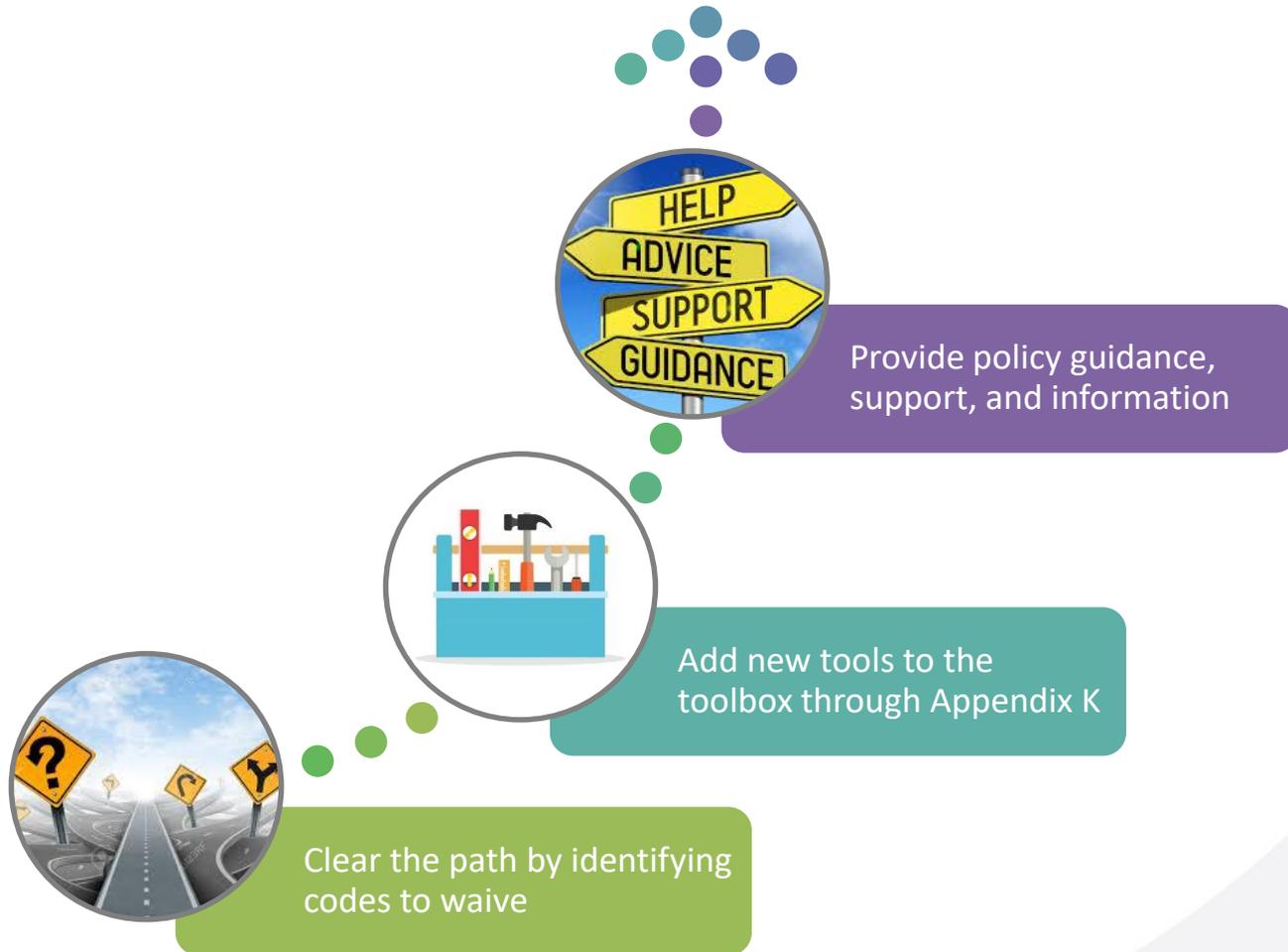


Where Have We Been COVID-19 Edition



March: The Sprint

Where Have We Been - March COVID-19 Edition



Where Have We Been COVID-19 Edition

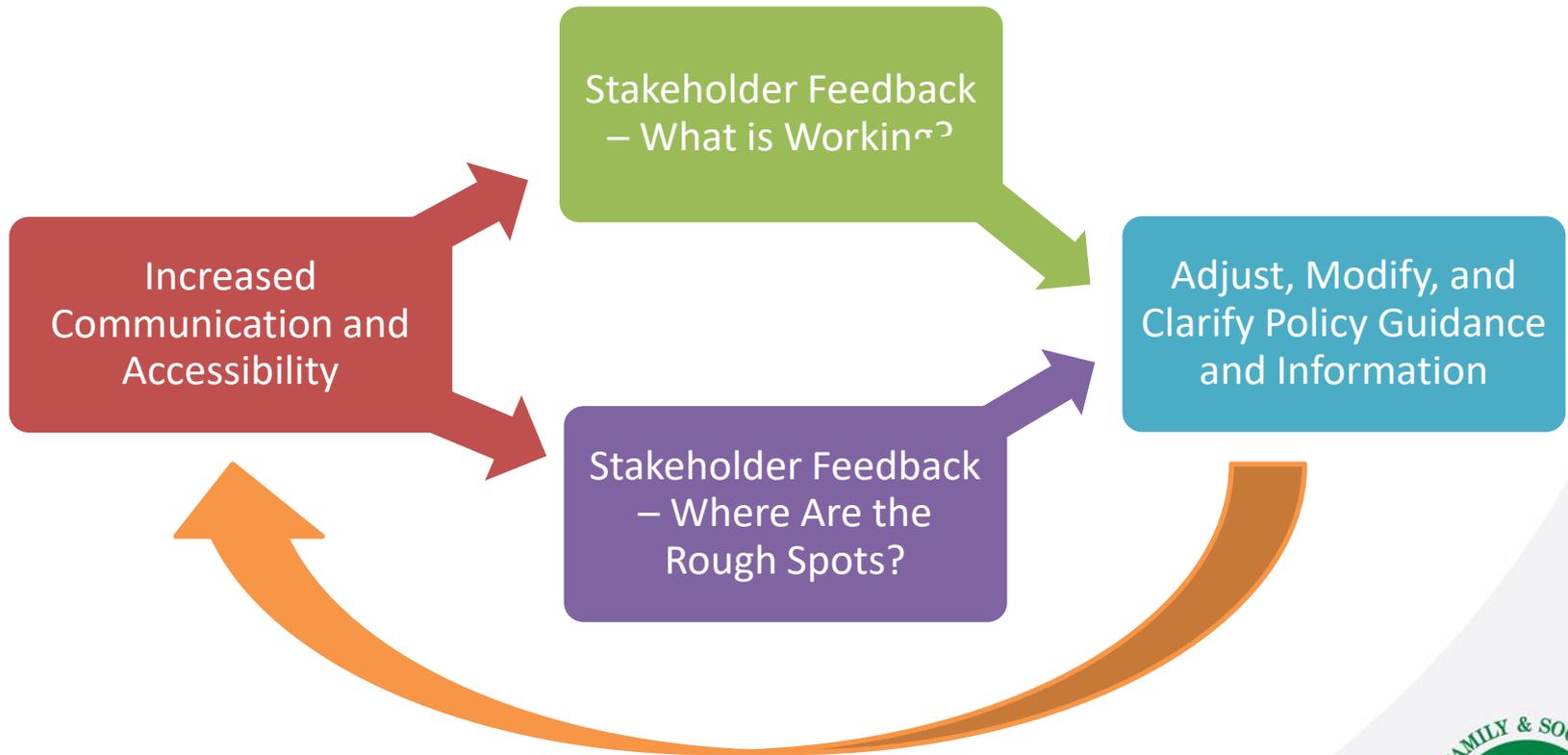


March: The Sprint



April: Hitting Our
Stride

Where Have We Been - April COVID-19 Edition



Where Have We Been - What Did We Learn? COVID-19 Edition

- People are resilient
- People rise to the challenge
- People are creative
- People became closer even with social distancing and isolation
- People are more comfortable with technology



Where Have We Been COVID-19 Edition



March: The Sprint



April: Hitting Our
Stride



May: Changing the
Course

Where We Are Headed - May and Beyond COVID-19 Edition

- Challenges:
 - Continued uncertainty - compounded by the steps needed to get Back on Track
 - Increased staffing challenges
 - Need to begin unwinding flexibilities over time



Where We Are Headed - May and Beyond COVID-19 Edition

- Key Questions:
 - How do we use what we've learned to meet the challenges for this next part of the journey?
 - How do we move forward and support individuals in building toward a new normal versus looking back to recreate a pre-COVID state?



Scenario #1 - Description

- James, is a twenty three year old man who receives supports through the CIH and lives with two roommates in the community.
- In addition to RHS hourly, James has Facility Habilitation services on his plan as well as Extended Services to support his part time job at a restaurant in the community.
- Typically, James attends Facility Habilitation three days a week and works at his job two days a week.
- Since the pandemic, James decided he wanted to stay with his parents. He discussed the option with them and they agreed. James and his family contacted his case manager who facilitated an IST meeting to discuss the changes that would happen.
- Following the move, he continues to utilize RHS Hourly and Extended Services. His family declined to continue Facility Habilitation using telemedicine at this time. James and his team discussed what his week would look like without day services in place and identified the areas of concern so that they could be addressed in other ways.



Scenario #1- Description

- Since moving home with supports in place, James and his family really like how things are currently going and want to see if it would be possible to continue with arrangement even after the current pandemic is over.
- The waiver provides Medicaid Home- and Community-Based Services to participants in a range of community settings, including the family home.
- The case manager and provider explains how the decision to move home with his parents would change his budget and discuss what supports James would be able to access within the new budget.
- The case manager also advises James that moving into a supported living situation would still be possible in the future but that there is no guarantee he would have the same home or roommates.
- After this discussion James still wants to pursue moving permanently home with his parents.
- James also discussed that he really liked picking up more hours at work rather than attending Facility Habilitation but does miss friends he had there.
- The case manager uses the integrated supports star with James and his family to identify additional supports for James to live his best life.



Scenario #1- Conclusion

- **Personal Strengths and Assets:** The case manager, James and his parents discuss that James is doing a great job at work following the directions given, adjusting to the new schedule and getting along with his co-workers. The extended services provider suggests focusing on continuing to build those work relationships so that they become a natural support. They also suggest working with the management staff at the restaurant so that they have techniques and strategies to successfully manage James, especially during times where routines/schedules are different.
- **Relationships:** James has a good relationship with his prior roommates and friends at the Facility Habilitation program and wants to maintain those relationships. The case manager and family explore and download the face time app to his home phone and screen so that he can easily find it and video chat with his friends from facility habilitation and his roommates. They team also discusses and puts into place ways for James to visit his old roommates on the weekends to watch movies or play video games. In addition, James's has a good relationship with a neighbor who can serve as an emergency contact if he would need any help when he is alone.
- **Technology:** James is able to stay home alone for short periods of time. James has a smart phone which he can use well and always keeps it with him. With new apps he needs some support and practice on using them but it doesn't take him long to learn. . Since there will be some times that James will need to be home alone the team discuss downloading a GPS tracking app, using FaceTime to check in with his parents while alone, as well as downloading an app that has reminders for James to complete any chores, self-care, or virtual appointments while alone.



Scenario #1- Conclusion

- **Community:** James expressed an interest in learning how to use public transportation so that he can go to his favorite coffee shop whenever he wants. The team discussed having the DSP practice with James weekly on how to use the bus to get to the coffee shop then back home. During this coffee shop trips the DSP will also work with James on building relationships with the regulars and staff at the coffee shop. The DSP will also assist James in making the financial transactions at the coffee shop while teaching him how to manage this task on his own. The family will work with James on managing his money earned from his job so that he has enough money on coffee shop days to pay for his bus rides as well his coffee and snack.
- **Eligibility Specific:** The case manager discusses services available on the CIH waiver such as electronic monitoring/remote supports. The parents and James discuss this might be an option in the future, but for now would like to continue with services as they are.



Scenario #1- Conclusion

- Following the meeting, the case manager updates James' PCISP integrating the information discussed from the Integrated Support discussion into the appropriate LifeDomains.
- The case manager also updates James living arrangement, removes Facility Habilitation from the CCB and makes any additional updates the family feels is important.
- In addition the case manager completes the transition process to reflect James new setting.
- The IST convenes regularly (telephonically or virtually) to discuss James's progress and address any ongoing needs.



Updates and Discussion: Adjusting to Get Back on Track

- Guiding Principle/Goal: Empower person-centered decision-making for self-advocates, families, case managers, and providers
- How to do this:
 - Follow prior guidance as shared last week.
 - Avoid Blanket Restrictions
 - Work as a team and with individuals to identify expectations in relation to social distancing and complying with shifting recommendations
 - Continue to be creative in thinking about ways to safely accommodate individual choice
 - Work with case managers and other team members to ensure they have access to support the individual



Updates and Discussion: Adjusting to Get Back on Track

- Guiding Principle/Goal: Empower person-centered decision-making for self-advocates, families, case managers, and providers
- How to do this:
 - Develop your organization’s plan for this (and future) phases of re-opening.
 - Keep HOPE Goals in mind
 - Communicate, communicate, communicate, then, communicate some more.



Updates and Discussion: Back on Track Testing Information

- By the end of the week, Optum will have 50 testing sites around the State.
- As healthcare workers are prioritized, those staff in congregate settings with symptoms are able to access testing through any of these sites.
- If you have DSPs, who need testing and cannot get it rapidly done by their primary care doctor please have them register through the Optum testing sites.

<https://lhi.care/covidtesting>



Updates and Discussion: ICF Guidance

- ISDH and DDRS are working on joint guidance regarding whether and to what extent current restrictions on visitors and outside activities relate to ICF funded settings.
- We anticipate this policy will not reflect a blanket restriction, but rather offer guidelines and considerations based on the individuals residing within each setting.





- BDDS / BQIS Questions:
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